



Solicitation Information
October 25, 2013

RFP# 7532364

TITLE: WIC Electric Breast Pump Rental Services

Submission Deadline: November 25, 2013 @ 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **November 4, 2013 @ 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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DEFINITIONS

CLC	Certified Lactation Counselor
Clinic(s)	Sub-unit of a Local Agency, which is a WIC Service Site
HEALTH	Rhode Island Department of Health
IBCLC	International Board Certified Lactation Consultant
LA	Local Agency, unit that administers WIC Program under contract with HEALTH
Participant(s)	Person(s) receiving WIC Program benefits
RFP	Request for Proposals
RI	Rhode Island
SA	WIC State Agency/HEALTH
State	State of Rhode Island and Providence Plantations
WIC	Women, Infants, and Children

SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified firms to provide hospital-grade electric breast pumps rentals to qualified Rhode Island Women, Infants, and Children Program participants, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

The term will be for three (3) years, commencing April 1, 2014. The State reserves the right to extend this contract at its sole discretion for two (2) additional twelve (12) month option periods based on vendor performance the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS & NOTIFICATIONS TO OFFERORS

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy –
(a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov.

SECTION 2: BACKGROUND

The Special Supplemental Food and Nutrition Program for Women, Infants, and Children (WIC) is a federally funded nutrition program administered by the Rhode Island (RI) WIC State Agency (SA). One purpose of the WIC Program is to promote and support breastfeeding as the optimal means of infant feeding. Breastfeeding becomes a challenge for WIC mothers and babies when they must be separated, either due to a medical necessity or upon returning to work or school. This inhibits the mother's ability to provide enough breast milk for her baby during their time apart, and compromises her milk supply, which is stimulated by the baby's suckling. Failure to remove the milk may also result in breast pathologies for the mother who routinely suckles her baby. Pumping and collecting breast milk is an option for these mothers if they have access to pumping equipment. Currently, the RI State WIC Program provides such equipment, to aid mothers with a medical necessity, or those returning to work or school.

The Rhode Island Department of Health (HEALTH) is contracting these services out because the State lacks the needed manpower and expertise to perform the services required. This is an ongoing initiative for HEALTH; the projected need for the RI State WIC Program is approximately 100 hospital-grade electric breast pumps per month when fully implemented.

Breast pump rentals will be provided to WIC mothers who meet the following criteria:

- Have been evaluated by the WIC Nutritionist to be exclusively breastfeeding
- Are ineligible for breast pump coverage, through their health insurance plan
- Will be separated from their baby for either a medical necessity, or for returning to school or work, after the delivery of the baby

Evaluation of a mother's need may indicate the need for a manual breast pump. The contractor will not provide manual breast pumps to the RI State WIC Program.

SECTION 3: SCOPE OF WORK

General Scope of Work

Note: The costs associated with the following items shall be borne by the offeror. The State assumes no responsibility for these costs

The contractor will provide these services for three (3) years. HEALTH reserves the right to extend this contract for up to two (2) additional twelve (12) month periods. There are eleven (11) Local Agencies (LA) with twenty-seven (27) Clinics located throughout the State. The LA will request and receive the necessary equipment from the contractor within a maximum of two (2) business days of initial request. Delivery of goods within a twenty-four (24) hour time frame is desired, but not a mandatory provision.

The purpose of this program is to provide RI WIC clients with access to hospital-grade electric breast pump rentals, in order to maintain their milk supply and continue to provide breast milk to their infants, in the event that they are separated. WIC aims to increase breastfeeding initiation and duration rates among WIC mothers in RI and improve the overall health status of our mothers and babies by providing the needed breast pump rentals and user trainings. The projected results are as follows:

- Increase the breastfeeding initiation rates for WIC clients in Rhode Island
- Increase the breastfeeding duration rates for WIC clients in Rhode Island
- Decrease the number of formula-fed WIC infants in Rhode Island

Specific Activities/Tasks

1. Contractor must hold and maintain credentials applicable to breast pump usage and third party instruction, for this contract to remain valid. Desired credentials of the contract include International Board Certified Lactation Consultant (IBCLC) and Certified Lactation Counselor (CLC).
2. Contractor will provide “User Training” to selected SA and LA staff. This training will include a breast pump operation overview and demonstration, basic breast pump trouble-shooting, breast milk storage guidelines, frequently asked questions by new breast pump users, and breast pump need evaluation. Contractor will provide the same “User Training” to new staff up to one (1) time per year in subsequent years. Contractor will be available for additional trainings, if needed as determined by the SA. All trainings will be provided within the State at a site determined by the SA.
3. Contractor must be able to frequently travel to all areas of Rhode Island as needed for pump distribution, retrieval, and training. Contractor will not have permanent office space available at each LA. Contractor must coordinate convenient drop-off and pick-up times with LA staff throughout the state as needed in response to electric breast pump requests.
4. Contractor must deliver pumps to clinics during regularly scheduled clinic operating hours. These hours may include nontraditional hours that accommodate working and schooling participants.
5. For participants returning to work or school: Contractor must provide enough staff to distribute a hospital-grade electric breast pump rental within a maximum of two (2) business days of initial request by LA staff. The participant will be responsible for picking up the breast pump from the LA whereupon the LA staff will provide the “User Training” to the participant.
6. For participants with a medical necessity: Contractor will work with SA and/or LA contacts, as well as the participant’s health care provider, to ensure the participant receives a hospital-grade electric breast pump rental prior to hospital discharge, or within twenty-four (24) hours of discharge. Additionally, the contractor will provide the “User Training” to all medical necessity pump users on breast pump operations, basic breast pump trouble-shooting, breast milk storage guidelines, and frequently asked questions by new breast pump users.
7. Contractor will be available to the LA WIC staff by phone, Monday through Friday, for questions on breast pump rentals during hours established by the contractor. These hours may include evening hours to accommodate LA schedules. If the contractor is unavailable by phone to take calls, there must be an answering machine available to take messages. Responses to messages should be completed within one (1) business day. Participants will only contact LA WIC staff for technical assistance.
8. All contacts the contractor has with participants and LA staff must remain confidential. Contractor will not share information with outside sources. Contractor will limit their direct contact with participants to the retrieval and/or exchange of a malfunctioning pump, or the distribution of a medical necessity pump.
9. Only those hospital-grade electric breast pumps that are suitable for use by multiple individuals with individual patient pump kits may be distributed through the RI breast pump program. All

breast pumps must be thoroughly cleaned, sanitized, and in good mechanical order before distribution and/or redistribution. Contractor is responsible for all cleaning and maintenance of the pumps.

10. Contractor is responsible for retrieval of breast pumps from each clinic, when it is determined the pump is no longer needed and the pump has been returned to the LA by the WIC participant. Contractor must retrieve breast pumps from the specified clinic within seventy-two (72) hours of notification by LA.
11. Contractor will maintain liability insurance for lost, stolen or damaged breast pumps and provide satisfactory evidence of the manufacturer's liability insurance for any injury related to pump use. Contractor will be responsible for the repossession of delinquent pumps. LA will provide any additional contact information that may aid in the repossession process.
12. Should a breast pump malfunction while in the possession of a WIC participant, the contractor must provide breast pump maintenance or a replacement breast pump within forty-eight (48) hours of notification by LA staff, at no extra charge to the WIC Program. Contractor will pick-up the malfunctioning pump and deliver a replacement pump to the WIC participant's place of residence, or employment, as requested by the WIC participant through LA staff.
13. Contractor will submit to the SA a monthly usage report for each LA, with a state-wide monthly invoice for payment. The usage report should include, but is not limited to the following items:
 - Name and ID number of the WIC participant
 - Dates of pump rental
 - Billing date
 - Amount being billed broken out by participant
14. As participants may receive initial breast pump instruction and pump kits from hospitals that distribute either Medela or Ameda brand electric breast pumps it is preferred, but not required, that the contractor provide pumps of the same brand. In order to be allowed for use in the RI WIC Program, the hospital-grade electric breast pump rental must meet the following minimum criteria:
 - Have a multi-user motor
 - Be designed such that there is no pathway for breast milk to get into the pump housing or mechanism
 - Operate within a suction pressure range of 0 mm Hg to 250 mm Hg at the breast shield during use
 - Have an automatic mechanism to prevent suction greater than 250 mm Hg to prevent nipple trauma to the mother
 - Have an adjustable, automatic pumping speed between 30 and 60 cycles per minute
 - Work with a single-user, double pumping collection kit
 - Include a carrying case made of durable, washable plastic
 - Not exceed 12 pounds, including carrying case
 - Operate to standard 110-volt household current, and be UL listed

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should specifically address each of the required elements:

1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff that will be involved in this project, include statements of prior experience with similar projects developed by the offeror that are similar in a significant way to the services desired by the State, as related to professional lactation services
2. Capability, Capacity, and Qualifications of the Offeror – Include a list of at least three (3) current and/or previous customers receiving services similar to those sought by the State. If previous customers, the names provided shall have been customers within the previous two (2) years and at least one (1) shall have been a customer during the previous year, information provided must include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided, explain the ability of the offeror to grow in response to program needs, provide documentation of the offeror's business's sustainability and stability
3. Work plan – Include a detailed work plan for the development and implementation processes, include the proposed project schedule and a list of tasks/activities/milestones that will be used to administer the project, and monitor ongoing services, explain how the offeror intends to provide technical support to both the SA and LAs during implementation and the life of the contract, address any technical issues which may arise and potential solutions
4. Approach/Methodology – Define the methodology to be used for the submission of a monthly usage report for each LA, with a state-wide monthly invoice for payment

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a completed budget for the project using Appendix A: Cost Proposal Form which delineates expected service charges by hourly rate. Please explain the basis and rationale of your fee structure, along with a budget narrative.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

CRITERIA

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive Cost Proposal Summary divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP# 7532364** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP #7532364 WIC Electric Breast Pump Rental Services**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed** budget for the project using Appendix A: Cost Proposal Form reflecting the hourly rate proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

APPENDIX A: COST PROPOSAL FORM

OFFEROR: _____

TASK

TASK	COMPLETION DATE	STAFF HOURS	TOTAL
_____	_____	_____	\$_____
_____	_____	_____	\$_____
_____	_____	_____	\$_____
PROJECT TOTAL:			\$_____

STAFF

Fully-loaded hourly rates for all staff members proposed for this work and the concentration of hours for each (use additional sheets, if necessary):

NAME	TITLE	HOURS	HOURLY RATE	TOTAL
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
TOTAL STAFF:				\$_____

BREAST PUMP DAILY RENTAL FEE

_____ \$_____

REIMBURSIBLE EXPENSES

_____ \$_____

_____ \$_____

TOTAL REIMBURSIBLE EXPENSES: \$_____

PROJECT TOTAL: \$_____